

Your guide to staying safe while in hospital

At Mater, we are committed to providing the safest possible environment for staff, patients and visitors.

As part of our commitment to exceptional care, we use an organisation-wide program to ensure we always remain vigilant and seek to improve.

We call it *SafeQuest*—for a safer Mater community.

This brochure provides information on how you can stay safe while in hospital.

Identify yourself

- To ensure that we are providing safe, quality care your identification will be checked frequently.
- You will be provided with an identification band during your stay. If you have an allergy this band will be red.
- Let us know if any of your personal information is incorrect (for example, your name and date of birth).
- A member of your healthcare team will check and confirm your identification prior to performing treatments/procedures, surgery, giving medications, specimen collection or blood transfusions.
- If you think that identification is not being checked appropriately, please let a member of your healthcare team know.

Ask questions and be involved in your care

- Speak to us if you have any concerns or if there is anything about your treatment that you do not understand.
- If you think of questions when your doctor or nurse is not present, write them down so that you can ask them at a later time.

就醫安全指南

在 Mater 醫院，我們致力為員工、患者和探視者提供最安全的環境。

我們承諾為病患提供卓然出色的護理服務，其中一部分是採用一套跨越整個醫院體系的計畫，以此確保我們時時保持警惕、不斷尋求進步。

這套計畫名為『追求安全 (SafeQuest)』 - 旨在為 Mater 醫院所有人打造更安全的環境。

這份簡章為您提供如何確保就醫安全的相關訊息。

證明您的身份

- 為了確保提供安全、優質的護理服務，我們會經常查對您的身份。
- 在您住院期間，醫院會提供病患識別手環。如果您有藥物過敏史，手環顏色會是紅的。
- 如果發現辨識手環的記錄資料有誤（例如：名字或出身年月日不正確），請告訴我們。
- 在您接受治療/檢查、手術、給藥、檢體採檢或輸血前，您的醫療團隊成員將查對並確認您的身份。
- 如果您覺得身份查對做得不甚理想，請讓你的醫療團隊成員知道。

提出問題並投入自身護理

- 如果有任何疑問或在治療上有不清楚的地方，請告訴我們。
- 當醫生或護士不在身邊時，您如果想到什麼問題，請隨時寫下來，稍後見到時再問。

- Sharing of patient information between clinical staff will happen frequently during your stay at hospital. It is important that you participate during this exchange of information when you are able.

Preventing infection

- Be aware that hand washing is the best way to prevent the spread of germs.
- If you feel you need to remind staff to clean their hands before examining you or giving you your medicine, please do so.
- Ask friends and relatives who have coughs and colds, diarrhoea and vomiting, or other contagious illnesses not to visit you or anyone in the hospital.

Your role in medication safety

- Ask your nurse, pharmacist or doctor about your medicines—what they are, what they do, what they look like, when they are given, and what side effects they might have.
- If you do not recognise a medicine, check that it is for you and ensure you know why you are taking it.
- Ensure you let your doctor or nurse know if you have any allergies or have had previous reactions to any drugs, food or latex products (or anything else).
- Inform your doctor and nurse about all medicines you are taking, including vitamins, herbal remedies, and over the counter medicines.

Reducing the risk of developing a pressure injury or bed sore

- Pressure injuries or bed sores develop when a person has remained lying or sitting in one spot for an extended period of time.
- If you are able, keep mobile as much as possible and let a member of your healthcare team know if you are uncomfortable.
- We can assist you to change position and provide ways to help relieve pressure.

- 住院期間，醫護人員經常會交流病人訊息，如果您的身體許可，盡量參與這個訊息交換的過程，這對於投入自身護理也很重要。

預防感染

- 請您謹記，勤洗手是預防病菌傳播的最佳方式。
- 如果覺得有需要提醒工作人員在為您檢查身體或是給藥前清潔雙手，請提醒他們。
- 讓親戚朋友知道，如果他們有咳嗽和感冒、腹瀉和嘔吐，或是其他傳染性疾病，不要來醫院探訪您或其他病人。

您要如何確保用藥安全

- 開給您的藥物，請向護士、藥劑師或醫生諮詢 - 它們是什麼藥？藥效為何？外觀為何？什麼時間服藥？可能會有什麼副作用？
- 如果發現不認得的藥，先弄清楚這是否是開給您的藥，確定您知道用藥的原因。
- 要確保醫生或護士知道您是否有任何過敏史，或是以前對任何藥物、食物或乳膠產品（或其他任何東西）有過敏性反應。
- 告訴醫生和護士您目前服用的所有藥物，包括維他命、草藥和成藥。

降低發生壓瘡或褥瘡的風險

- 壓瘡或褥瘡是因為患者長時間躺著或坐著，導致身體重量持續壓迫在單一部位而形成的。
- 在身體許可的情況下要盡量活動肢體，如果那裡感到不舒服，就告訴醫療團隊成員。
- 我們可以協助您翻身、換個姿勢，並提供您不同方式減輕壓瘡、褥瘡承受的壓力。

Falls prevention

- Many factors, including unfamiliar surroundings, poor balance, impaired eyesight, unsafe footwear, medical conditions and medications can increase your risk of falling while in hospital.
- Keep your nurse call bell close to you.
- Ask for help when getting out of bed, especially at night, and when you need to use the bathroom.
- Wear well supported shoes with rubber soles or the traction socks that are provided and use your usual walking aid.

Blood transfusions

If you require a blood transfusion while in hospital:

- the reasons, risks and benefits will be explained to you. Make sure you understand these before you agree to the transfusion and sign the consent form.
- ask your doctor or nurse if there is anything you do not understand.
- you will be asked to confirm your identity prior to your blood transfusion. Staff will follow strict checking procedures before and during every transfusion.
- ensure you inform a member of your healthcare team immediately if you begin to feel unwell during a transfusion.

Key points to remember

- If you or your loved ones are worried that your condition is either not improving or in fact becoming worse, continue to share your concerns with our clinical staff until everyone is satisfied that your concerns have been addressed.
- We want you to work with us to create the best experience for you or the person for whom you care.

預防跌倒

- 有很多因素會升高患者在醫院跌倒的風險，包括不熟悉周遭環境、缺乏平衡感、視力不佳、鞋子不安全、疾病症狀和藥物副作用。
- 確保呼叫鈴在身邊，以方便向護士求助。
- 從床上起身時尋求幫助，尤其是在夜間需要使用廁所的時候。
- 穿著具備良好支撐力、帶有橡膠底的鞋，或是穿著醫院提供的防滑襪，使用平時就在用的助步工具維持平衡。

輸血

住院期間若需要輸血：

- 醫生會向您解釋輸血的原因、風險和益處。在同意輸血和簽署同意書前，您應該確定自己清楚了解這些內容。
- 如果有什麼不清楚的地方，請向醫生或護士諮詢。
- 在輸血前我們會提出問題以確認您的身份。醫護人員在每次輸血前和輸血過程中都會遵循嚴格的身分查對程序，以確保您的安全。
- 在輸血過程中如果感到不舒服，應該立即告訴工作人員。

請記住以下重點

- 如果您或您的親友擔心病情沒有改善或是反而加重，請持續向我們的醫療團隊小組反應，直到您的擔憂獲得回應、各方都感到滿意為止。
- 為了自己或是您在照顧的人，希望您與我們攜手合作，共同創造一個美好的住院體驗。